
Section 7 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

7.1 GENERAL

7.1.1 Description

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this Tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

7.1.2 Classes of Calls

Service is offered as two classes: station to station calling and person to person calling.

- a. Station-to-Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.
- b. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

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Section 7 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

7.2 TIMING OF CALLS

- 7.2.1 Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
- 7.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- 7.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- 7.2.4 Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- 7.2.5 Calls originating in one time period as defined in Section 8.3 and terminating in another will be billed the rates in effect at the beginning of each minute.
- 7.2.6 All times refer to local time.

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Section 7 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

7.3 TIME PERIODS DEFINED

Day: 8am-5pm Monday-Friday*

Evening: 5pm-11pm Monday-Friday*
5pm-11pm Sunday*
All day Christmas, New Years, Thanksgiving, Independence and
Labor Days

Night &
Weekend 8am Saturday-5pm Sunday*
11pm-8am Every day*

* The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the next time period.

7.4 REGULATIONS AND COMPUTATION OF MILEAGE

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

7.4.1 Originating Rate Center

A customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

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Section 7 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

7.4 REGULATIONS AND COMPUTATION OF MILEAGE (Cont'd)

7.4.2 Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

7.4.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor Tariffs. To determine the airline distance between any two locations, proceed as follows:

- a. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
- b. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
- c. Square each difference obtained in step b., above.

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Section 7 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

7.4 REGULATIONS AND COMPUTATION OF MILEAGE (Cont'd)

7.4.3 Calculation of Mileage (Cont'd)

- d. Add the square of the "V" difference and the "H" difference obtained in step c., above.
- e. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
- f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

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Section 7 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

7.5 CALL CHARGES

Rates are based on the duration of the call as measured according to Section 8.2 above, time of day rate period of the call as described in Section 8.3 and the airline mileage between points of the call as described in Section 8.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

7.5.1 Usage Charges:

- a. Business Two-Point Message Toll Service

See Rate Schedule in Section 12 of this Tariff.

- b. Residence Two-Point Message Toll Service

See Rate Schedule in Section 12 of this Tariff.

7.5.2 Per Call Service Charges

The service charges listed in the Rate Schedule specified in Section 12 of this Tariff apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

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Section 8 - SPECIAL SERVICES AND PROGRAMS

8.1 TELEPHONE ASSISTANCE PROGRAMS

8.1.1 General

- a. To qualify for low-income assistance, the applicant must participate in any of the following assistance programs. The Illinois Department of Human Services will certify the applicant's participation in assistance programs (a) and (b), below for purpose of eligibility.
 - (a) Medicaid
 - (b) Food Stamps
 - (c) Supplemental Security Income (SSI)
 - (d) Federal Housing Assistance
 - (e) Low Income Home Energy Assistance (LIHEAP)
- b. The low-income programs are funded through voluntary contributions from Illinois customers.
- c. ROUTE24 COMPUTERS, INC's verification through the Department of Human Services or, in lieu of electronic verification, applicant's signature on the form contained in Part 757 as exhibit E, shall constitute proof of income eligibility.
- d. The low-income assistance shall be available to only one access line per low-income household.

8.1.2 Supplemental Link-Up Assistance

- a. A credit of up to 50% of the connection charge, not to exceed \$30.00, will be applied to each new eligible customer.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 TELEPHONE ASSISTANCE PROGRAMS (Cont'd)

8.1.3 Supplemental Lifeline Assistance

- a. Eligible customers may receive a discount of \$1.50 on their monthly service.

8.2 VOLUNTARY CONTRIBUTIONS

- a. Customers wishing to participate in the funding of Universal Telephone Service Assistance Program (UTSAP) may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the company on the customer's telephone bill. The voluntary contributions shall not reduce the customers telephone bill. The voluntary contributions shall not reduce the customer's total monthly bill amount due the Company for telephone services or other charges.

- (1) Residential customers may elect to contribute:

- (a) \$0.50
- (b) \$1.00
- (c) \$2.00
- (d) \$5.00

- (2) Business customers may elect to contribute:

- (a) \$1.00
- (b) \$5.00
- (c) \$10.00
- (d) \$25.00

- b. Customers may elect to discontinue or change the amount of monthly contributions on their bill at any time upon providing at least 30 days notice to ROUTE24 COMPUTERS, INC
- c. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

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8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)**8.2 LINK UP AMERICA**

The Link Up America program is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00, subject to the following eligibility criteria:

- a. The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in Section 9.1.2, above;
- b. The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
- c. The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.3.1 The Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.

8.3.2 A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of Illinois.

8.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.

8.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER
(Cont'd)

8.3.5 The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.4.1 General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a fifty percent (50%) discount on local message rate service.

8.4.2 Certification

Acceptable certifications are:

1. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of Illinois or
2. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER (Cont'd)

8.4.3 Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See Section 9.1.2 for a listing of the necessary qualifications.

8.4.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

8.5.2 Regulations

- a. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year
- c. 911 service is furnished for incoming calls only.

8.5.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

8.5.3 Conditions of Furnishing Service (Cont'd)

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.6.1 General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

8.6.2 Regulations

- a. In addition to the following, the regulations in Section 9.5.2 apply.

Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE
(Cont'd)

8.6.2 Regulations (Cont'd)

- b. This Tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- c. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.
- d. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
- e. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE
(Cont'd)

8.6.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including for default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 TELECOMMUNICATIONS RELAY SERVICE

8.7.1 General

The Company will provide access to a telephone relay center for the Illinois Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an toll-free number. Specific toll-free numbers have been designated for both impaired and non-impaired customers to use.

Concurrence in regulations and charges of the Illinois Telecommunications Access Corporation are as follows:

- A. ROUTE24 COMPUTERS, INC concurs in the Rates, Rules and Regulations governing: (1) intrastate Telecommunications Provisions for the Hearing-and Voice-Impaired as filed by the Illinois Telecommunications Access Corporation in its ILL.C.C. No. 3 tariff; (2) intrastate Telecommunications Provisions for the Deaf and Severely Hearing-Impaired for Telecommunications Relay Service as filed by the Illinois Telecommunications Access Corporation in its ILL.C.C No. 4 tariff.
- B. ROUTE24 COMPUTERS, INC extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access Corporation in its ILL.C.C. No. 3 and ILL.C.C. No. 4 tariffs.
- C. ROUTE24 COMPUTERS, INC hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.

8.7.2 Regulations

- a. Only intrastate calls can be completed using the Illinois Relay Service under the terms and conditions of this Tariff.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 TELECOMMUNICATIONS RELAY SERVICE (Cont'd)

8.7.2 Regulations (Cont'd)

- b. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- c. Calls through the Relay Service may be billed to a third number only if that number is within the State of Illinois. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.
- d. The following calls may not be placed through the Relay Service:
 - 1. calls to informational recordings and group bridging service;
 - 2. calls to time or weather recorded messages;
 - 3. station sent paid calls from coin telephones; and
 - 4. operator-handled conference service and other teleconference calls.

8.7.3 ITAC Supplement Charges

Pursuant to the Order dated May 5, 1999, the Illinois Commerce Commission in Docket No. 99-0182, ROUTE24 COMPUTERS, INC will impose a supplemental charge of six cents per month per line for all subscriber lines other than Centrex-type lines, and a charge of .6 cents for each Centrex-type line, effective with bills rendered on or after June 1, 1999 or at the beginning of the first cycle after June 1, 1999.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 STATE OF ILLINOIS RELAY SERVICE (Cont'd)

8.7.4 Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend, and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted, or asserted by the customer, or by any other person, for any loss or destruction of any property whatsoever, whether covered by the customer or others, or for any personal injury or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

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Section 9 - SPECIAL ARRANGEMENTS

9.1 SPECIAL CONSTRUCTION

9.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's Tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- a. nonrecurring charges;
- b. recurring charges;
- c. termination liabilities; or
- d. combinations of a., b., and c.

9.1.2 Basis for Cost Computation

The costs referred to in 10.1.1 preceding may include one or more of the following items to the extent they are applicable:

- a. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - (1) equipment and materials provided or used;
 - (2) engineering, labor, and supervision;
 - (3) transportation; and
 - (4) rights of way and/or any required easements.
- b. Cost of maintenance.
- c. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

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Section 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.1 SPECIAL CONSTRUCTION (Cont'd)

9.1.2 Basis for Cost Computation (Cont'd)

- d. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- e. License preparation, processing, and related fees.
- f. Tariff preparation, processing and related fees.
- g. Any other identifiable costs related to the facilities provided; or
- h. An amount for return and contingencies.

9.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- a. The period on which the termination liability is based is the estimated service life of the facilities provided.

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Section 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.1 SPECIAL CONSTRUCTION (Cont'd)

9.1.3 Termination Liability (Cont'd)

- b. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
 - (1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - (a) equipment and materials provided or used;
 - (b) engineering, labor, and supervision;
 - (c) transportation; and
 - (d) rights of way and/or any required easements;
 - (2) license preparation, processing, and related fees;
 - (3) Tariff preparation, processing and related fees;
 - (4) cost of removal and restoration, where appropriate; and
 - (5) any other identifiable costs related to the specially constructed or rearranged facilities.
- c. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 10.1.3.b. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 10.1.3.b. preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

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Section 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from Tariffed arrangements. Rates quoted in response to such requests may be different for Tariffed service than those specified for such service in this Tariff. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

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Section 10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY

10.1.1 Main Listings

- a. The Company contracts with an outside provider, which may be the Incumbent Local Exchange Carrier, for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.
- b. The term "listing" refers to the information in light face type in the alphabetical directory and the Directory Assistance Records of the Company.
- c. Listings provided without charge are as follows:
 - 1. One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.
 - 2. One listing for each PBX or interconnecting system.
- d. The name listed in the directory has no bearing on who is responsible for payment of the account associated with the number being listed.

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.2 Composition of Listings

- a. Listings are limited to information essential to the identification of the listed party.
- b. Addresses
 - 1. Each listing normally includes the number and street name location where the telephone service is furnished. The name of a building may be shown in case of buildings commonly known by name.
 - 2. Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.
- c. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in Section 11.1.1.a above.

10.1.3 Types of Listings

In addition to the main listing as described above, the following options are available for an additional charge.

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.3 Types of Listings (Cont'd)

a. Indented Listings

An indented listing is indented under a standard listing or under a caption, and may not include more than a designation, address, and telephone number. A caption consists of a name, and may include a designation, but not a telephone number. An address may be included only if all of the services listed under the caption are located at the same address. When the same designation is appropriate for two or more indented listings, it may be shown as a sub-caption. Indented listings are permissible when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers.

b. Duplicate Listings

Any listing may be duplicated in a different directory (where offered) or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

c. Reference Listing

A Customer with a listing in a different geographic heading may have an indented listing in reference form ("See . . .") in lieu of a duplicate listing.

Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.3 Types of Listings (Cont'd)

d. Cross Reference Listing

A Customer may have a related listing in the same alphabetic group listing when required for identification of the listed party and not designated for advertising purposes.

e. Alternate Telephone Number Listings

Any listed party who has made arrangements for receiving calls at a different telephone number during an absence or at night may have the alternate numbers listed in the directory. Such listings may be furnished as an indented listing or as a sub-caption.

f. Semi-Private Listing

At the request of the Customer, the telephone number is omitted from the Company's alphabetical directory and designated as a "non listed" telephone number and the telephone number is included in the Directory Assistance records available to the general public. In addition, the telephone number is displayed for 911 and E911 emergency service and provided when a law enforcement agency requests it in writing.

Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.4 Non-Published Service

a. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. However, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Service (E911), the telephone number, name, and address of a Customer with non-published service will be displayed when the Customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a Customer's non-published number when a law enforcement agency requests it in writing.

b. Regulations

1. Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed only when the calling party places the call by number. In claims of emergencies involving life and death, the operator will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised.
2. The acceptance by the Company of the Customer's request to refrain from publishing his or her telephone number in the Directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.4 Non-Published Service (Cont'd)

b. Regulations (Cont'd)

3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
4. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly, by the publication of the number of a non-published service or the disclosing of said number to any person.

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Section 10 - DIRECTORY (Cont'd)

10.2 [RESERVED FOR FUTURE USE]

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Section 10 - DIRECTORY (Cont'd)

10.3 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.7.) Information will not be issued by the Company outside of normal directory assistance procedures unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

10.4 LIABILITY OF THE COMPANY FOR ERRORS

10.4.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Tariff, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

10.4.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

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Section 10 - DIRECTORY (Cont'd)

10.4 LIABILITY OF THE COMPANY FOR ERRORS (Cont'd)

10.4.2 Allowance for Errors (Cont'd)

a. Free Listings

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

b. Charge Listings

For each additional or charge published directory listing, credit shall be given at the monthly Tariff rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.

c. Operator Records

For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

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Section 11 - RATES & CHARGES

11.1 CONNECTION CHARGES

11.1.1 Service Order Charge:

<u>Business</u>	<u>Residence</u>
\$17.50	\$17.50

11.1.2 Premises Visit Charge:

	<u>Business</u>	<u>Residence</u>
First (per 15 min. increment)	\$19.00	\$17.00
Add'l. (per 15 min. increment)	\$13.00	\$11.00

11.2 RESTORAL CHARGE: \$12.40

11.3 MOVES, ADDS AND CHANGES

	<u>Move</u>	<u>Change</u>
Residence Charge per order:		
First	\$7.50	\$7.50
Additional	\$7.50	\$7.50
Business Charge per order:		
First	\$7.50	\$7.50
Additional	\$7.50	\$7.50

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Section 11 - RATES & CHARGES

11.4 CHARGES ASSOCIATED WITH PREMISES VISIT

11.4.1 Trouble Isolation Charge

	<u>First</u>	<u>Additional</u>
Per Premises Visit, Residence: (per 15 min. increment)	\$33.50	\$29.50
Per Premises Visit, Business: (per 15 min. increment)	\$13.50	\$11.50

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Section 11 - RATES & CHARGES (Cont'd)

11.5 SUPPLEMENTAL SERVICES

11.5.1 ADVANCED CALLING FEATURE SERVICES

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>Advanced Calling Line Charge:</u>		
Call ID	\$6.00	\$0.00
Call ID with Name	\$1.50	\$0.00
Auto Callback	\$2.50	\$0.75
Auto Recall		
Call Trace	\$4.00	\$0.75
Selective Call Rejection	\$3.00	\$0.75

11.5.2 BUSY LINE VERIFICATION AND INTERRUPT SERVICE

Verification Charge, each request	\$1.00
Interrupt Charge, each request	\$1.05

11.5.3 BLOCKING SERVICE

	<u>Nonrecurring Charge</u>
900, 971, 974, and 700 Blocking	0.00

11.5.4 REMOTE CALL FORWARDING SERVICE

	<u>Monthly</u>	<u>Nonrecurring</u> <u>Service Order</u>	<u>Line Connection</u>
Per Initial Feature	\$14.50	\$17.50	\$11.00
Per Additional Feature	\$09.95	\$17.50	\$11.00

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Section 11 - RATES & CHARGES (Cont'd)

11.6 RESIDENTIAL NETWORK SWITCHED SERVICES

11.6.1 MESSAGE RATE RESIDENCE LINE SERVICE

<u>Monthly Recurring Charges:(Flat Rate)</u>	<u>Monthly</u>	<u>Nonrecurring</u> <u>First</u>	<u>Add'l</u>
- Each Base Service Line	\$16.95	\$55.00	
- Voice Mail Option, per line	\$09.08	\$15.00	

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Section 11 - RATES & CHARGES (Cont'd)

11.7 BUSINESS NETWORK SWITCHED SERVICES

11.7.1 BASIC BUSINESS LINE SERVICE

	<u>Monthly</u>	<u>Nonrecurring</u> <u>First</u>	<u>Add'l</u>
<u>Monthly Recurring Charges:(Measured Rate)</u>			
- Measured Rate Basic	\$42.40	\$55.00	
Business Line Service			
- EUCL Multi-line Business	\$09.35	\$34.85	

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Section 11 - RATES & CHARGES (Cont'd)

11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.2 PBX TRUNK SERVICE

	<u>Monthly</u>
<u>FLAT RATE PBX TRUNKS</u>	\$29.70

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Section 11 - RATES & CHARGES (Cont'd)

11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE
INTERFACE (ISDN-PRI)

Where appropriate facilities do not exist, Special Construction charges will also apply.

	<u>Recurring Charges - Term</u>				<u>Nonrecurring Charges</u>
	<u>Monthly</u>	<u>3 Yrs</u>	<u>5 Yrs</u>	<u>7 Yrs</u>	
ISDN-PRI:					
PRI System Termination	\$17.00				\$50.00
PRI "B" Channel	\$4.00	\$3.75	\$3.50	\$3.25	\$15.00
Switched Data "D"	\$6.50	\$6.30	\$6.10	\$5.90	\$15.00
Packet Switched Data "B"	\$85.00	\$80.00	\$75.00	\$70.00	\$100.00
High Speed Packet Switched Data "B"	\$20.00				\$50.00
Each Additional Multipoint Terminal	\$2.50				\$5.00

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Section 11 - RATES & CHARGES (Cont'd)

11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.3 Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)
(Cont'd)

Contract	Non- Recurring Charge	Per Mo.	3 Year Contract	5 Year
			Per Mo.	Per Mo.
A. ISDN Direct Line/N2Q	37.97	8.73	8.54	8.36
ISDN Direct Line National/P2B	37.97	8.73	8.54	8.36
B. Distance extension charge for Beyond normal transmission range Per ISDN Line/XTN/	20.79			
C. Circuit Switched Voice Service Element Standard capabilities and features as described in 4.1 B preceding per "B" channel Equipped/LTQ5X/	13.88	2.63	2.46	2.30

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Section 11 - RATES & CHARGES (Cont'd)

11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.3 Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)
(Cont'd)

Contract	Non- Recurring	3 Year Contract		5 Year
	<u>Charge</u>	<u>Per Mo.</u>	<u>Per Mo.</u>	<u>Per Mo.</u>
Additional Multiple Call Appearance, each/ ACSPB/	4.65	0.51		
Secondary Telephone Numbers, Each/D06/	1.03	0.95		
D. Circuit witched Data Service Element Standard Capabilities and features as described in 4.2 B preceding apply per "B" channel equipped/LTQ6X/	13.88	6.33	6.19	6.06
E. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Element Charge Standard capabilities and features as described in 4.3 B preceding apply per "B" channel equipped/LTQ1X/	13.88	6.99	6.86	6.73
F. Packet Switched Data "B" Channel Service Element Charge Standard capabilities and features as described in 4.4 preceding apply per "D" service enabled/LTQ3X/	87.72	62.75	59.76	56.70

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Section 11 - RATES & CHARGES (Cont'd)

11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.3 Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)
(Cont'd)

	<u>Non- Recurring Charge</u>	<u>Per Mo.</u>	<u>3 Year Contract Per Mo.</u>	<u>5 Year Contract Per Mo.</u>
G. Packet Switched Data "D" Channel Service Element Charge Standard capabilities and features as described in 4.5 preceding apply per "D" service enabled/LTQ4X/	13.87	3.80	3.72	3.63
H. Subsequent changes for Circuit Voice and/or Circuit Switched Data and/or Packet Switched Data Rearrangements to add line appearances or move line or feature appearances, per line per occasion/PRCC/	6.94			
I. Additional Call Offering/NCO/	4.65	0.62		
J. Intercom Calling/NZV/	4.65	1.70		
K. Message Waiting Indicator, Each/MCN/	4.66	1.87		
L. Station Controlled Conference - 6 Port/EQ6/	13.85	12.84		
M. On-Demand Packet Switched Data "B" Channel/ LTH7X/	45.69	16.41	16.41	16.41

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Section 11 - RATES & CHARGES (Cont'd)

11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.4 CENTREX SERVICE

	<u>Recurring Charges – Term</u>			<u>Nonrecurring Charges</u>			
	<u>Monthly</u>	<u>2 Yrs</u>	<u>3 Yrs</u>	<u>5 Yrs</u>	<u>7 Yrs</u>	<u>First</u>	<u>Add'l.</u>
Centrex Common Equipment	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Message Rate Line Charge	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Flat Rate Line Charge	ICB	ICB	ICB	ICB	ICB	ICB	ICB

11.7.5 OTHER CHARGES

A. Presubscribed Interexchange Carrier Charge (PICC)

A presubscribed interexchange carrier charge (PICC) will apply to each presubscribed line on a Customer's account.

<u>Type</u>	<u>Monthly Charge</u>
Business Line	\$0.39
CENTREX Line	\$0.05
ISDN BRI	\$0.26
ISDN PRI	\$0.09

B. Universal Service Fund Fee

On gross local and intrastate charges 1.2%

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Section 11 - RATES & CHARGES (Cont'd)

11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.6 FRAME RELAY

	Nonrecurring Charge	Monthly Payment Optional Payment Plan		
		12 Mo.	36 Mo.	60 Mo.
UNI Connection				
- Per LIN I				
56- Kbps	\$250.00	130.00	115.00	95.00
54 Kbps	250.00	130.00	115.00	95.00
128 Kbps	350.00	200.00	165.00	145.00
256 Kbps	350.00	300.00	250.00	215.00
384 Kbps	350.00	385.00	315.00	275.00
1.544 Mbps	350.00	465.00	375.00	350.00
44.736 Mbps	3,000.00	3,700.00	3,550.00	3,250.00
- Per LDC				
56 Kbps (Per Point of Termination)				
- Access Area A		49.19	47.57	46.76
- Access Area B		60.38	58.86	53.98
- Access Area C		65.24	59.19	53.98
Channel Mileage Termination				
- Per Point of Mileage Termination		2.69	2.61	2.53
- Per Mile		.84	.81	.77
64 Kbps (Per Point of Termination)				
- Access Area A		49.19	47.57	46.76
- Access Area B		60.38	58.86	53.98
- Access Area C		65.24	59.19	53.98
Channel Mileage Termination				
- Per Point of Mileage Termination		2.69	2.61	2.53
- Per Mile		.84	.81	.77

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